

CLARIFICATIONS ABOUT THE VOCATIONS AND THE OCCUPATIONS DENOMINATION FROM THE HOTELS INDUSTRY

Nicolae Lupu¹

Andreea Marin-Pantelescu²

^{1) 2)} *Academy of Economic Studies, Bucharest, Romania*

e-mail: nicolae.lupu@com.ase.ro

e-mail: marindeea@yahoo.com

Abstract

The Occupations classification from Romania (C.O.R.) has been adopted in 1995. Since then it suffered some modifications and completions. For the hotels and the restaurants sector, a special interest is given by the completions brought by the Mandate no. 149/2006.

Positions and the base callings were established in 1995. This way there has been established denominations such as “hotel reception chief”, “hotel receptionist”, “conciierge”, “executive/supervisor housekeeper” and “chamber maid”; “executive chef”, “cook”, “head waiter (maître d’hôtel)” and “waiter”. Subsequently were added other positions and vocations such as “hotel director”, “rooms division manager”, “restaurant director”, “sommelier” and “hotel animator”.

Still, in the professional language we register some other positions, such as revenue manager, front office manager, night auditor, porter and host/hostess. Even if the agreement was that in the work book can be registered only the positions and vocations provided from the O.C.R., in practice, for the operational necessities – the badge, the elaboration of the job description, etc. – for each and every occupation there could and can be used the known formula, probably in English or, preferably, in Romanian. Most of the English denominations find an appropriate translation in Romanian language.

Furthermore, by various measures taken especially by the professional associations from the domain which were, in accordance with all the categories of constructions, the future modification and completion of C.O.R. can be obtained.

Keywords: occupations classification, position, vocation, hotel industry, hotel director

JEL Classification: J44, L83

Introduction

According to the mutual Mandate of work and social solidarity minister and of the presidents' National Committee for Statistics no. 138/1995 regarding the approval of the Occupations classification in Romania (C.O.R.), with the modifications and the subsequent completions, the "OCCUPATION is the useful activity, carrying of revenue (in cash or in nature), which is held by a person in an ordinary way, in a social-economical unity and which constitutes for this an existence source. So the occupation is proprietary to the active persons, who practice the activity that is acknowledged by society as useful for itself and its members. *The occupation* of a person can be expressed through: position or vocation exercised by it" [9].

The C.O.R. also shows that for "the correct definition of *the occupation* notion and avoiding confusion, it is necessary to define the notion of VOCATION, which, in many cases can also be occupation, and in others not.

So VOCATION is the qualification obtained through studies and occupation is the qualification exercised effectively at the work place."

Besides basic positions and vocations established in 1995 – including at the intervention of some professional organizations, such as the Federation of the Hotel Industry in Romania and the National Club of Sommeliers in Romania – through of the mandates no. 338/2003 and especially no. 149/2006 [10] completions were brought with reference to the hotel and restaurants sector, and also to the tourism agencies.

1. Specific positions and vocations to the accommodation activities

According to the International Tourism Alliance, the hotel is "an establishment in which, with the payment condition, the travellers can check in, feed and get entertained". So, the alimentation spaces and those related to other services under "the same roof" are the integrated part of the hotel. This way the expression "hotelier complex", used sometimes in Romanian, appears as superfluous, and the expression "restaurant-hotel" has a pleonastic connotation. But in conformation with the Nomenclature used in the '80s continued through the C.O.R. provisions, the unique management of such an establishment would belong to "the chief of the hotelier complex" or to "the complex of the hotel-restaurant responsible". In 2006, the last of these occupations was eliminated and replaced by "the manager in the tourism activity"; "the chief of the hotelier complex" has been kept and "the hotel director" has been added. Otherwise, "the hotel director" appeared "officially" sooner in 1993, in the same time with the establishment, through the Mandate of the Tourism Minister no. 102, of the liability of breveting the persons who lead tourism activities. "The manager in the tourism activity" has been dating since 1995 and has been introduced through the Mandate no. 207 for the approval of the methodological norms concerning the license and the tourism brevets endowment.

Due to this Mandate it was seen more as a generic position: "Persons who have managers brevets in the tourism activity can detain any set positions..." (hotel director, etc.).

With the same meaning should be used the "hotelier" term: *The Explicative Dictionary of Romanian Language (DEX)* shows that it represents the "person who detains, administrates a hotel; owner of a hotel." But, through the given understanding by the present Education, Researching and Youth Minister, concerning the approval of the specializing and of the competence units, and by the Ex-Association of the Hotels from Romania (A.H.R.), "the hotelier" would cover a larger area of qualifications. This way, according to the A.H.R. Status, the hotelier is defined as "a person who has qualifications in the following vocations: receptionist-hotel, concierge, cashier-hotel, supervisor-hotel, waiter, bartender, cook". In these cases, the impression left is that "the hotelier" means rather the derived abbreviation from the phrase "hotel worker" - used, for example, as a course name by the best-known supplier of professional and management training for adults in Romania, Tourism, Hotel & Restaurant Consulting Group.

A similarity may be established between "the hotelier" and "the restaurateur": the last one keeps its original meaning, of "the owner or the restaurant administrator", just like in the French language. The term was more commonly used in the era when, for example, since 1933, in Romania, work Union of Food Restaurateurs, Publicans, Groceries, Brewers and Coffee sellers, all traders and food throughout the country.

As the hotel is not limited to housing, no hotel director is not analogous to "rooms division manager" (although there has been translated like that even on some visiting card). In this context, not even the old phrase "hotel administrator", detained in the C.O.R., is satisfactory. It is preferable to "responsible accommodation", which also appears in the C.O.R. It is best that a housing department director of the accommodation to be named rooms division manager (table 1) or, if there has to operate and provide other services, services director/director of operations. "The rooms division manager" entered into C.O.R. in 2006. In other hotels, director of operations is a kind of deputy director/executive director/resident director/director of exploitation.

**The main denominations of trades and accupations from the direction
and accomodation activities in Romanian, English and French languages**

Table 1

Activities	Romanian language	English language	French language
Direction	Director de hotel	Hotel director	Directeur d'hôtel
Front-office	Director de cazare Şef de recepţie hotel Şef de tură Receptioner de hotel Lucrător concierge Casier Agent de rezervări Telefonist Curier Garderobier Lustragiu Portar Bagajist Comisionar	Rooms division manager Front office manager Shift leader Hotel receptionist Concierge Cashier Reservations cleark Telephone-operator Courier Cloakroom attendant Shoeblack Doorman Porter Errand boy	Directeur de l'hébergement Chef de réception Chef de relève Réceptionnaire Concierge Caissier Employé aux réservations Standardiste Courrier Garde-robrière Cireur de chaussures Portier Bagagiste Chasseur
Floor	Guvernanta generală Guvernanta de etaj Camerista hotel Lenjereasa hotel	Executive housekeeper Supervisor housekeeper Chamber maid Hotel seamstress	Gouvernante générale Gouvernante d'étage Femme de chambre Lingère

Source: Ana Maria Gal, Georgeta Felicia Teodorescu, *Ghid de conversație pentru personalul din restaurante*, Editura Gemma Pres, București, 2000; *Dictionary of Hotels, Tourism and Catering Management*, Peter Collin Publishing, 1999

A department of accommodating in a large hotel comprises two services: front office - in turn including compartments/functions reservations, reception, concierge, cash, telephone exchange [1] - and the housekeeping. Basically, in smaller hotels, front-office is to be confused with the reception. If the front office is headed by front office manager (non-existent in C.O.R.), the reception is headed by "hotel reception chief". The function of the representative of the service front-office remains "hotel receptionist". "Concierge" is also present in the COR, the specific function being represented by the provision of information and intermediation services outside the hotel. If added "cashier" and "money cashier", even one of them can be assimilated by the cashier to front-office and "reservations cleark" and "telephone-operator".

Basically, in addition to the functions and specific trades, several names "generic", and "cashier" can be used in the hotels and restaurants. Receptionist/cashier who works only during the night, with specific tasks, the "closing of the day", is night auditor – is absent from the C.O.R. Some hotels use a coordinator, front desk manager, who is also missing from the C.O.R. If the "hotel reception chief" or "hotel receptionist" and "courier", "cloakroom attendant", "shoeblack" or "doorman" have been introduced in C.O.R. at the outset, other unqualified occupations, such as the porter which is fairly widespread, does not appear constantly, anyway "stevedore" is not a satisfactory equivalent. Obviously, through the requirements and responsibilities, the doorman at the hotel differs noticeably from the doorman at a certain institution. For transcription "commissionaire", in C.O.R., is preferable to "errand boy" under DEX and the current rules for the classification, approved by Order MIMMCTPL no. 636/2008 [11].

We believe that "the shift leader" can be translated into Romanian without any problem.

Applying the technique of differentiation of fees known as yield management, some large hotels use a function of revenue manager, which missing a direct correspondent in C.O.R. , and also in Romanian language has to be named as such.

Coordination within the service housekeeping is ensured by the "executive/supervisor housekeeper", similar to C.O.R. the French. With the purpose of executive housekeeper, in the '80s, the time was devoted to "supervisor". Although C.O.R. kept the "hotel supervisor", the group included in the basic doormans, guards and assimilated. Once unqualified, "chamber maid" is reconsidered by C.O.R. as a basis, unlike the "housekeeper" (which sometimes wrongly, chamber maid is confused with) and the "caretaker hotel spaces" - the last two qualifying occupations. In 2006, C.O.R. was introduced "seamstress hotel" too.

2. Food and beverage specific activity

"Restaurant director" came into C.O.R. in 2006, added to the "restaurant chief". Before, the formula was consecrated by the "chief of food unit". As with the hotel director, "the official", for the first time, "restaurant director" appeared previously in 1998, the tourism minister Order no. 125 for the detailed arrangements regarding the trading activity of tourist services, criteria and methodology licensing and patent tourism. Also in 2006, there is a "food & beverage manager", from that moment in turn given up to the "patron catering unit".

Production of gastronomy restaurant is led by "the chef de cuisine"; highlight the C.O.R. provision, it may take some variant used in ordinary language, "the chef". Equally true is that in French and English is used a simplified name "chef" (table 2), and C.O.R. includes numerous other "chefs". Other functions are provided, such as "foreman in culinary art" (fair is the "master in culinary art"!), "cook", "larder chef", "bartender", "confectioner" and "pastry cook" but not "the chef de partie".

"Master in culinary art" is the holder of diploma with the same designation, granted on the basis of the examination. Since, typically, the chef is "worker manager" it is preferable the master in culinary art to be left free for such tasks, in order to devote to the profession itself, through the events of creativity. The partie is a section of the kitchen. In 2006 there has been added: "cook specialist", "chief confectioner", "pizzar", "kitchen worker (large dishwasher)" and "food technology" and "quality inspector production gastronomy."

The coordinator of the band's salon is serving "the head waiter (maître d'hôtel)"; C.O.R. previously used the expression "principal waiter". "Maître d'hôtel" [2] formula is recommended, at least for restaurants claimed cosmopolitan. It is used not only by France but by the Anglo-Saxon and beyond. In fact, most widely used terms in gastronomy were taken from the French. Romanian translation for "maître d'hôtel" would be "master of the house", the word "hotel" having nothing to do with housing accommodation, but translating by palace, building, establishment, so, for example, the headquarters municipal/city hall in a large city is "hotel de ville", Obviously, not a "hotel town", but rather, "home town". In the restaurant, it is sometimes preferred the abbreviation "maître d". In the direct subordination of a maître d'hôtel, some large restaurants use the station waiter; every station waiters is responsible for the part of the salon serving and coordinates the activities of a number of waiters 3-5.

The main denomination of trade and accupations from the food & beverage activity in Romanian, English and French laguages

Tabel 2

Activities	Romanian language	English language	French language
Kitchen	Director restaurant Director de departament alimentație Şef bucătar Bucătar Bufetier Cofetar Patiser Şef de partidă Spălător de vase	Restaurant director Food & beverage manager Chef Cook Larder chef Confectioner Pastry cook Chef de partie Dishwasher	Directeur de restaurant Directeur de la restauration Chef de cuisine Cuisinier Garde-manger Confiseur Pâtissier Chef de partie Plongeur
Serving	Şef de sală restaurant Şef de rang Chelner Somelier Picol Hostesă Barman	Maître d' Station waiter Waiter Sommelier Assistant waiter Hostess Bartender	Maître d'hôtel Chef de rang Serveur Sommelier Commis Hôtesse Barman

Source: Ana Maria Gal, Georgeta Felicia Teodorescu, *Ghid de conversație pentru personalul din restaurante*, Editura Gemma Pres, București, 2000; *Dictionary of Hotels, Tourism and Catering Management*, Peter Collin Publishing, 1999

“Waiter” is the defining serve consumers. Most representatives from the professionals recommended the term “chelner”, in German; so in 1995, set up the National Association of the Chelner-s, Bartenders and Sommeliers of Tourism, and more than a century before, in 1881, was founded International Society of Chelner-s in Bucharest. Sometimes in the high class French restaurants, a station waiter is a worker responsible for serving. “Somelier” was introduced in C.O.R. in 2003, it comes from the French word “sommelier” [8]. Most often, at home, is sommelier is a waiter. Obligatory in restaurants and bars on the night of 4-5* 2008, sommelier has been “demoted” as a recommendation by the current rules for the classification, approved by Order no. MIMMCTPL 636/2008. The truth is that very few restaurants have committed sommeliers more interested in this specialty maintaining to producers and distributors of wine, sommelier those putting skills and value in the presentation of products. At the bottom of the band it “assistant waiter”. The waiter from room service floor-waiter; C.O.R. it called “hotel room service worker”. To check and complete mini-bars could be employed the controller. Also for welcoming and arranging clients at their tables, there could be host/hostess.

“Bartender” in 2006, they added “bartender preparator” and “head bartender”. We believe that the “preparation” of mixed drinks should represent the very essence of business bartender; hence the phrase “bartender preparator” would be pleonastic connotation.

3. Other specific hotel activities

In general, hotels are operational activities - represented by providing immediate service hotel - and functional - that is not practical in the provision of services but is equally essential for proper functioning of the hotel, covering the functions of management, control, marketing/marketing sales, maintenance/technical animation. Operational activities are mainly just accommodation and food & beverage.

Crew, from restaurants to fast food chain, is assimilated by “commercial worker” (table 3). Other functions, used in McDonald's, are: crew trainer, area manager, shift manager, restaurant manager. All can be assimilated into Romanian without difficulty. From this field C.O.R. includes “directory unit type fast food.”

**The main denomination of trade and occupation from other hotel activities
in Romanian, English and French languages**

Table 3

Romanian language	English language	French language
Lucrător comercial fast-food	Crew	Ouvrier commercial
Director de departament organizare banqueting	Banqueting manager	Directeur des banquets
Crupier	Dealer	Croupier
Director vânzări	Sales director	Directeur des ventes
Manager marketing	Marketing manager	Directeur de marketing
Animator de hotel	Hotel animator	Animateur

Source: Ana Maria Gal, Georgeta Felicia Teodorescu, *Ghid de conversație pentru personalul din restaurante*, Editura Gemma Pres, București, 2000; *Dictionary of Hotels, Tourism and Catering Management*, Peter Collin Publishing, 1999

Department/service conferences and banquets/events, carrying on all operational activities could have the director of event management, banqueting captain, etc. [7], but translations or similarities are relatively easy to be done. Thus, C.O.R. provides "events/banqueting manager".

In the casino work "choppy file changer (casino)", "dealer and assimilated", "head table (casino)", "pit boss (casino)".

For department/service marketing sales, C.O.R. establish positions of "sales director" and "marketing manager (tariffs, contracts, procurement)".

Since 2006, hotels may have "technician compartment hotel security".

If most functional activities, including marketing-sales and technical functions assigned to commune trades and functions with other social-economic sectors, the animation outlines specific features. "Hotel animator" and "animated guide" were introduced in C.O.R. in 2006. In fact, *"the animated guide for organizing recreational activities, programs and actions for tourism during tourist stay"* has occurred since 1998, as evoked by the Minister of Tourism Order no. 10 for the detailed arrangements regarding the selection, training, certification, use and powers of tourism guides. A hotel with animation program, which proposes an all-inclusive arrangement, may be led by director of club (hotel)" (2006).

Other functions and jobs, the activities of hotels and restaurants, introduced in COR in 2006, are: "director of catering department", "leader board tourist area", "tourist board worker", "cabanier", "stoker boilers in hot water and steam boilers low pressure", "apprentice".

Conclusions

After 1995, while a decade, especially after grading the highest category of several international chain hotels in Bucharest, representatives, with various occasions, have complained of difficulties caused by the restrictions associated with C.O.R. Indeed, although for the classification and description of occupations were considered several criteria, including international standard classification of occupations, and "information gathered from various businesses, on the list of occupations specific, concrete situations, own sector of hotels and restaurants, are very diverse and is in a constant evolution - especially in the sense to align international experience. However, as a way of use, "the paper [C.O.R.] is conceived as a necessary tool, addresses all those who manage and process statistical information on occupations, the macro-and microeconomic, and is designed in mainly correct classification and codification of occupations registered on the population employed, unemployed, vacancy, etc." Even if understanding is in the work book there can be written down only trade and functions.in accordance with C.O.R., practically, for the operative necessities such as badge, elaborating drafting sheet posters – for each and every occupation could and can be used an equivalent probably in English or preferably in Romanian. Most names in English can find a suitable translation in Romanian.

Furthermore, the approaches, especially professional associations in the field, in accordance with the needs of all categories of establishments, can be obtained by amending and supplementing further C.O.R.

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